Student Success Center (Academic Affairs)

Academic and Student Support Assessment

Semester reporting: Spring Semester 2021

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Type of support services offered: Both Academic and Student Support

Approximately how many students were served in this center/area this year? 1797

Data and Reporting of Student Learning

SLO 1

7. SLO 1: What is the first Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students will gain independence and knowledge in course material and study skills competence by attending in-person and online tutoring at MGA's Student Success Centers (SSC) and by increased participation in scheduling appointments on WC Online.
8. SLO 1: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	The instrument used to measure this objective is WC Online, which is the SSC's appointment scheduler, record-keeper and reporting tool to track data crucial to the success of the center.
9. SLO 1: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on.....).	The target outcome was set at a minimum of 20% increased participation.
10. SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	93
11. SLO 1: Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes?	This assessment year, the SSC continued to be affected by COVID-19. Based on the headcount of 1797 appointments, the SSC was down by 7% participation from the previous year of 1929 appointments. As overall student enrollment was down during FY20, so was the percentage of students utilizing academic resources.

SLO 2

12. SLO 2: What is the second Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	The overall satisfaction of students that use the services of the SSC will be captured and measured by completing the voluntary tutor evaluation survey.
13. SLO 2: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	Voluntary Tutor Evaluation Survey
14. SLO 2: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	As close to a 5.0 as possible, as 5.0 is the highest rating.
15. SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	4.86
16. SLO 2: Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	Based on student participation, those surveyed rated the SSC at a 4.86 out of a possible score of 5.0. The prior fiscal year was very similar in outcome. There was no significant change in student outcome.

SLO 3

17. SLO 3: What is the third Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year and 70% of the tutoring requests met per academic year.
18. SLO 3: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	Participation from voluntary surveys was tallied and used as the assessment type.
19. SLO 3: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	Students should have access to a minimum of 75 courses through the SSC and obtain a minimum of 70% of their tutoring requests met.
20. SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	128
21. SLO 3: Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes?	Based on completed client report forms, the SSC had 44.7% of their tutoring requests met. This was lower than the anticipated goal of 70%. Students inquiring about courses PHYS 2212, ACCT, SPAN 2002, etc. were not supported as the SSC did not have peer tutors to assist with these courses during FY21. The SSC exceeded their objective in courses offered with 128 unique courses offered, but was below their objective in tutoring requests met.

SLO 4

22. SLO 4: What is the fourth Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	
23. SLO 4: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	
24. SLO 4: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	
25. SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	
26. SLO 4: Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes?	

Open Box for Assessment Comments

30. Additional Assessment Open Text Comment Box	This assessment is based on all campus totals and not ONE specific campus, even though Macon is selected for this assessment. The SSC assessment tool does not detail individual campus records, but the SSC as a whole.
31. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The COVID pandemic continued to have an impact on the SSC and its utilization. Most students did not attempt to utilize services provided by the SSC during FY21. The SSC did make their resources available online and face to face and continued to market the center through surveys, emails and texts to the student body.

MGA's Strategic Plan

27. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below.	Own Student Success 4. Expand student engagement and experiential learning
28. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)	Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes

Other

29. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	N/A